

# NETWORK MANAGER REPORT

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JUNE 2007

SUBMITTED BY Sloane Wright, General Manager

### OVERVIEW

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#### Operations

June was a busy month for AI with service requests and the rapidly approaching license renewal season. AI met with several partners to discuss enhancements to their current applications in preparation for 2007 fall renewal season. The month of June also saw the proposal of several new services, the launch of one new application, and two application updates.

Highlights during the month were:

- The Alabama Department of Revenue saw 336 users file their 20-C tax extensions online, which resulted in payments totaling over \$7.2 million, compared to last year when the department saw 49 users resulting in payments just under \$804,000.
- AI launched the latest version of the Alabama Board of Foresters online license renewal application on June 30. This application will allow the state's licensed Foresters to renew their licenses online. While this is not a new application, AI had a number of updates for their new renewal year.
- The Alabama Secretary of State, Beth Chapman, signed an agreement with AI to initiate the development of the UCC Filing and UCC Search applications. This is a great step forward for the Secretary's office in their efforts of providing exceptional customer service to the citizens of Alabama.
- The Alabama Department of Insurance processed over 5,000 renewals, resulting in almost \$160,000 in statutory fees.
- AI launched for the Alabama Department of Public Safety an online merchant service point of sale application for their driver's license division. This application interfaces with a third party reinstatement application and replaces their point of sales application which was expiring. This application also provides several financial reporting features for closing out and balancing cash drawers, and disbursing money to the various state funds.
- The pay fine application for the Alabama Board of Nursing brought in statutory fees of \$11,000 in June, which is over 50% from the total statutory fees for the month of May.
- AI is the proud recipient of the 2007 Live Person's Best in Chat award for the "most helpful chat application". During the month of June AI answered over 900 live chats on Alabama.gov.

## **Marketing**

The marketing team was proud to learn the results of the Live Person's Best in Chat awards which saw alabama.gov recognized as the Most Helpful Chat application. The Best of Web competition is now the focus and AI has high hopes for another top ten finish; and hopefully a first place.

AI is putting the final touches on the marketing booklet which will go to print and be drop shipped to all state agencies in July. This booklet will be a great "leave behind" tool with state agencies describing how they can benefit from AI's extensive eGovernment experience.

In addition to the marketing booklet, AI is planning to send a packet of alabama.gov brochures to every public elementary school in the state. We hope this can be used as a teaching tool across the state because of the "kids sections" and state symbols.

The other significant focus is our corporate marketing conference which is being held in September in Mobile. Each year one of our state portals gets to host the marketing directors and general managers for a three day conference and we are pleased to be hosting it this year. The primary goals of the conference are networking and awareness of different services being offered in the different states to generate ideas which may specifically help our partners. We are also excited about the economic impact this conference will have in the Mobile area.

## **Customer Service**

June was a busier month than May due to the close of the second quarter and several state taxes being due. AI continues to help visitors to the alabama.gov site through live chats and customer service phone calls. The customer service team at AI answered over 900 live chats in the month of June and many more phone calls with general questions about various state services.

## **Development**

The AI Dev-Share team had two meetings during the month of June. During the first meeting we discussed transitioning to and testing the new Struts 2.0 framework. At this point we have successfully deployed a test application using the new framework and have used it as an example to develop future applications using the new framework. During the second meeting we discussed adding and/or creating a Struts plug-in for Dreamweaver to make the development process more streamlined. This addition will also make it easier for our Creative Services person to create templates for the development team that are already setup with the correct Struts tags.

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## PROJECT REPORT

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### Completed New Applications for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007
Alabama Board of Cosmetology	License Renewal	Allows for 13 license types to renew and pay online	02/07/2007
Alabama Department of Revenue	Business Privilege Tax – Privilege Shares Extension	Allows taxpayers to file a Privilege Shares Extension online	02/28/2007
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	03/02/2007
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	03/02/2007
LP Gas Board	Online motor fuel decal requests	Online motor fuel decal requests	03/20/2007
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	05/31/2007
Alabama Department of Public Safety	Merchant Services for Reinstatements	This application replaced an existing system which was expiring.	06/07/2007

## Completed Updates for 2007

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	02/27/2007
Alabama Board of Nursing	Update for license verifications	Update for license verifications	03/06/2007
Alabama Department of Conservation and Natural Resources	Update for Call Center; Switching partners	Researching and partnering with a new call center for telephone licenses	03/20/2007
Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	03/21/2007
Alabama Department of Conservation and Natural Resources	Update for Batch License Report	Updates to allow for new batch license reports	03/26/2007
HVAC	Survey Update	This update provides a survey on the current application	05/01/2007
Alabama Department of Finance, ISD	alabama.gov version 5	Update of alabama.gov for 2007	05/28/2007

State Motor Pool	Update to only allow 5 day rentals	Update to only allow vehicles to be rented for five days	05/21/2007
Alabama Department of Conservation and Natural Resources	Additional counties added; plus updates to previous site	Alligator Hunt Request	05/31/2007
Alabama Department of Public Health	History Update	Public Health facility renewal history archiving system.	06/21/2007
Alabama Foresters	2007 License Year Updates	2007 License Year Updates	06/30/2007

### In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in agency testing.	September 2005
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept e-check payments.	This application is on hold by the agency.	April 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006

Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in agency testing.	July 2006
Alabama Department of Revenue	Individual eFile application	Online application for individuals to electronically file their taxes	This application is in development	January 2007
Board of Optometry	License renewal	Online application for license renewals	This application is in development	March 2007

#### In Development . . .

Agency	Application	Description	Status	Target Date
Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in development	August 2007
Alabama Department of Conservation and Natural Resources	Park Reservation System	Application to allow citizens to reserve camp sites	This application is on hold pending agency	Fall 2007
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in the pre-project planning phase	December 2006
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in development	October 2007
Alabama Board of Respiratory Therapy	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	September 2007
Alabama Real Estate Commission	Instructor Renewals	Renewal application for instructors	This application is in pre-project planning.	June 2007

Alabama Real Estate Commission	Course Renewals	Renewal application for courses	This application is in pre-project planning.	June 2007
CIO's office	Trucking Portal	Portal for truckers moving through Alabama	This application is in pre-project planning.	June 2007
Alabama Department of Conservation	Hunter Ed Duplicate ID, Merchant Service	Allows certificate holders to order a new card online.	This application is in pre-project planning.	July 2007
Alabama Board of Cosmetology	Salon Renewals	Application to allow salons to renew their license online	This application is in pre-project planning.	August 2007
Alabama Board of Cosmetology	Booth Renewals	Application allow cosmetologists to renew their booths online	This application is in pre-project planning.	August 2007
LP Gas Board	Permit Renewals	Application for permit A, B and B1 to pay online	This application is in pre-project planning.	September 2007
Alabama Licensure Board for Interpreters and Translators	Certificate generation	Application to allow the printing of certificates online	This application is in pre-project planning.	TBD

#### Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	adding renewal and gift option to subscription	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the pre-project planning phase	July 2007
Alabama Department of Revenue	PSE Receipt Update	Will place barcodes on all receipts	This application is in the pre-project planning phase	August 2007
Real Estate Appraisers Board	Update to renewal application	Will focus on CEs and the new renewal year	This application is in the pre-project planning phase	July 2007

Alabama Board of Nursing	LPN Updates	This update will be for the LPN application	This application is in the pre-project planning phase	TBD
Alabama Real Estate Commission	Course Management Update	Update for the course management menu	This application is in the pre-project planning phase	July 2007

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## SERVICE REQUESTS

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### Service Request #130

#### Alabama Secretary of State – UCC Filings

Alabama Interactive requests and recommends this service for the Alabama Secretary of State is added to the network as a subscription service. The UCC Filing application will be developed at no cost to the Alabama Secretary of State, but will have a subscription and convenience fee associated with each filing.

### Service Request #131

#### Alabama Secretary of State – UCC Searches

Alabama Interactive requests and recommends this service for the Alabama Secretary of State is added to the network as a subscription service. The search application will be developed at no cost to the Alabama Secretary of State, but will have a subscription and convenience fee associated with each verification account.

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## MONTH IN REVIEW

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Total June AI Network Transactions	225,345
Average Successful Request per Day:	7,512
Total June alabama.gov Visitors:	276,239
Total June alabama.gov Page Views:	1,081,866
Total June alabama.gov Chats or Offline Messages from Live Help:	907

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## OPERATIONS & ADMINISTRATION

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In June, alabama.gov was awarded Live Person's Best in Chat award for Most Helpful Chat Application. The site is currently being judged for the Best of the Web competition held by the Center for Digital Government.

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## **OTHER BUSINESS/IN CLOSING**

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In closing, June was a very exciting month for us with the award for Best in Chat. We look forward to getting the results for the Best of Web competition.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at [sloane@alabamainteractive.org](mailto:sloane@alabamainteractive.org)

Respectfully Submitted,

Sloane Wright